

CEA



CAREER EXECUTIVE ASSIGNMENT

An Equal Employment Opportunity Employer - equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

DEPARTMENT: Department of Corrections and Rehabilitation

POSITION: Chief
Office of the Ombudsman
CEA Level 3

PENDING CONTROL AGENCY APPROVAL

FINAL FILING DATE: February 20, 2007

SALARY RANGE: \$8,311 – 9,164

DUTIES/RESPONSIBILITIES:

The Chief, Office of the Ombudsman, serves as a high level advisor to the Undersecretary on sensitive issues relating to the Department and provides leadership to a program which is critical to the public safety mission of the Department. The Chief serves as liaison between the Department and the general public in matters concerning the improvement of public safety. This position provides management advice and consultation to the Secretary's Office and makes recommendations in resolving sensitive and critical issues that impact a broad spectrum of areas affecting departmental policies, procedures and programs. This position serves as a key policy and public relations expert on sensitive and high profile matters in the Department and has extensive contact with a wide variety of individuals inside and outside of State government, including the Legislature and the media. The Chief is responsible for management of Office of the Ombudsman.

Duties include, but are not limited to:

Provides expertise and consultation to Executive management (Secretary, Undersecretary, and the Chief Deputy Secretary's of Adult Operations, Adult Programs, and Juvenile Justice), in the formulation of departmental policies and programs which impact all facets of the Department. As a

top advisor to Executive staff, makes recommendations and presents Executive level advice and consultation to the Undersecretary regarding the impact that criminal justice issues will have on the development and implementation of departmental programs and proposals.

Directs and provides leadership to staff in the Office of the Ombudsman. Monitors institution/juvenile operations and procedures and researches critical issues pertinent to adult and juvenile justice programs. Serves as a link between institutional/juvenile facility management and headquarters operations in the development and implementation of new policies and procedures.

Investigates and mitigates the most sensitive complaints/appeals that require immediate resolution. Manages staff who may substantiate or refute claims made by wards or staff relevant to perceived problems at the institution/facility and reports findings. Guides staff in the preparation of corrective action plans to assist both the institution/facility and the Department in addressing and targeting remedial action to make improvements to existing policies.

Serves as liaison between Headquarters and the 33 institutions and directs staff from the Office of the Ombudsman to respond to staff, inmates, wards, representatives of various special interest groups, legislative bodies, community groups and other stakeholders regarding problems or potential areas of concern; and serves as Ombudsman for the Secretary or Undersecretary in meetings with representatives of various special interest groups, inmates/wards and their families, community-based organizations and other stakeholders.

Serves as a member of the Executive staff, participating in and providing vital input to the decision making process.

MINIMUM QUALIFICATIONS:

Applicants must meet the following minimum qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or II

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a nonelected exempt employee of the Executive Branch for two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992.

KNOWLEDGE AND ABILITIES:

Applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

1. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends in public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management; the Department's equal employment opportunity program objectives; and a manager's role in achieving an equal employment opportunity workplace.
2. Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's equal employment opportunity objectives.

Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

These abilities and knowledge are expected to be obtained from the following kinds of experience: from paid or volunteer assignments; in State service; in other government settings; or in a private organization.

DESIRABLE QUALIFICATIONS:

- Demonstrated broad administrative or program manager experience with substantial participation in the formulation, implementation, operation, and/or evaluation of program policies for a large department, preferably in a correctional setting.
- Strong and effective leadership skills and experience in the management of a highly sensitive departmental program.
- Ability to maintain cooperative working relationships with staff, inmates, wards, representatives of various special interest groups, legislative bodies, community groups and other stakeholders with regard to sensitive and high profile matters and gain the confidence and support of top level administrators.
- Demonstration of sound executive and personnel management skills, flexibility and practices for providing executive level advice, consultation, and decision-making to departmental management.
- Experience in performing high administrative and policy influencing functions for a highly critical and sensitive program.

- Ability to analyze complex problems, prescribe and initiate effective courses of action and develop and implement policies and procedures as appropriate
- Managerial and administrative experience in program operations which includes substantial responsibility for a combination of management functions such as program planning, policy formulation, organization coordination and control, and fiscal and personnel management.

Supervisory/administrative experience in a managerial capacity at least equivalent to a Staff Services Manager III, Correctional Administrator, Youth Authority Administrator, Program Administrator, Correctional School, or Parole Administrator II, including the implementation and/or evaluation of program policies. Experience which demonstrates the ability to communicate with Legislators, local governmental jurisdictions, community and civic leaders. Experience in the development and implementation of policies and procedures.

EXAMINATION INFORMATION:

This examination will consist of a review by an executive screening committee of the candidates' Statement of Qualifications that describes their experience, knowledge and abilities as they relate to the desirable qualifications identified in the bulletin, using predetermined evaluation criteria. In order to be successful in this examination, a minimum rating of 70 percent must be attained. Each candidate will be notified in writing of the examination results.

Interested applicants who meet the minimum qualifications **must submit:**

- A Standard State Application (Form 678) and resume that clearly addresses your experience and job titles, names and addresses of employers, periods of employment and education relevant to the Minimum Qualifications listed above.
- A **Statement of Qualifications** that describes your experience, knowledge, and abilities as they relate to the desirable qualifications identified in this bulletin. **You must provide specific examples.** The Statement of Qualifications will also serve as documentation of each candidate's ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. It should not exceed four pages in length or be less than 12 font. **APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.**

USE AND APPLICATION OF EXAMINATION PROCESS:

The results of this examination will be used solely to fill the Chief, Office of the Ombudsman, CEA Level 3 vacancy. For further information regarding this position, please contact Michelle Hagan at (916) 323-2122.

FILING INSTRUCTIONS:

A Standard State Application (Form 678) must be submitted and postmarked by February 20, 2007 to Michelle Hagan, Executive Recruitment and Appointments, P.O. Box 942883, Sacramento, California 94283-0001 or in person at 1515 S Street, Room 108-N, Sacramento, California. Applications postmarked, personally delivered or received via interoffice mail after this date will not be accepted for any reason.

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filling date to the same street address listed above for Executive Recruitment and Appointments.

GENERAL INFORMATION:

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this examination, and all candidates who pass will be ranked according to their scores.

The California Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

DEPARTMENT OF CORRECTIONS AND REHABILITATIONS

VISION STATEMENT: *We will end the causes and tragic effects of crime, violence, and victimization in our communities through a collaborative effort that provides:*

- *Intervention to at-risk populations*
- *Quality services from time of arrest*
- *Successful integration back into society*

MISSION STATEMENT: *To improve public safety through evidence-based crime prevention and recidivism reduction strategies.*